

## Claims

What is claimed is:

1. A method of ordering goods or services including the steps of:  
receiving a request for the goods or services from a user by way of a device;  
accessing a database having information relevant to said user and preferences related to said goods or services;  
forwarding an order for the goods or services to a provider of said goods or services, said order dependent on said information;  
receiving a reply regarding said order from said provider;  
formulating a response concerning said order and said reply, said response dependent on capabilities of said device; and  
sending said response to said device.
2. The method of claim 1 wherein said step of receiving a request includes receiving said request from a mobile device.
3. The method of claim 1 wherein said step of receiving a request further includes receiving a request for a favorite form of said goods and services and wherein said step of accessing a database further includes accessing a database including information regarding said favorite form of said goods and services.
4. The method of claim 1 wherein said step of forwarding said order further includes forwarding said order to a central server for said provider.
5. The method of claim 4 further including a step of selecting, at said central server, a store at said provider to fill said order.

6. The method of claim 5 wherein said step of selecting said store includes selecting said store based on one of an address associated with said user,

a current location of said device, a ZIP code plus four associated with said user, and a favorite form of the goods or services.

7. The method of claim 5 wherein said step of selecting said store includes selecting said store based on one of load management and preferential business placement.

8. The method of claim 1 further including a step of selecting a store corresponding to said provider to fill said order.

9. The method of claim 8 wherein said step of selecting said store includes selecting said store based on one of an address associated with said user, a current location of said device, a ZIP code plus four associated with said user, and a favorite form of the goods or services.

10. The method of claim 8 wherein said step of selecting said store includes selecting said store based on one of load management and preferential business placement.

11. The method of claim 1 wherein said step of receiving a request further includes receiving a request that is dependent on said capabilities of said device.

12. A method of ordering goods or services including the steps of:  
 receiving a request for the goods or services from a user by way of a device;  
 accessing a database having information relevant to said user and a favorite  
 form of said goods or services;

5 forwarding an order for said favorite form of the goods or services to a  
 provider of said goods or services;  
 receiving a reply regarding said order from said provider;  
 formulating a response concerning said order and said reply; and  
 sending said response to said device.

10 13. The method of claim 12 wherein said step of receiving a request  
 includes receiving said request from a mobile device.

14. The method of claim 12 wherein said step of receiving a request  
 15 further includes receiving a request that is dependent on capabilities of the device.

15. The method of claim 12 wherein said step of forwarding said order  
 further includes forwarding said order to a central server for said provider.

20 16. The method of claim 15 further including a step of selecting, at said  
 central server, a store associated with said provider to fill said order.

17. The method of claim 16 wherein said step of selecting said store  
 includes selecting said store based on one of an address associated with said user,  
 25 a current location of said device, a ZIP code plus four associated with said user,  
 and said favorite form of the goods or services.

18. The method of claim 16 wherein said step of selecting said store  
 includes selecting said store based on one of load management and preferential  
 30 business placement.

19. The method of claim 12 further including a step of selecting a store corresponding to said provider to fill said order.

20. The method of claim 19 wherein said step of selecting said store includes selecting said store based on one of an address associated with said user, a current location of said device, a ZIP code plus four associated with said user, and said favorite form of the goods or services.

21. The method of claim 19 wherein said step of selecting said store includes selecting said store based on one of load management and preferential business placement.

22. The method of claim 12 wherein said step of receiving a request further includes receiving a request for said favorite form of the goods and services, said favorite form having been selected from among a plurality of favorite forms by said user.

23. The method of claim 22 further including a step of storing information for said plurality of favorite forms in said database.

24. A method of ordering goods or services including the steps of:  
receiving a request for the goods or services from a user by way of a device;  
accessing a database having information relevant to said user and  
preferences related to said goods or services;

5 forwarding an order for the goods or services to a central server for a  
provider of said goods or services, said order dependent on said information;  
receiving a reply regarding said order from said provider;  
formulating a response concerning said order and said reply; and  
sending said response to said device.

10 25. The method of claim 24 wherein said step of receiving a request  
includes receiving said request from a mobile device that is web enabled.

15 26. The method of claim 24 wherein said step of receiving a request  
further includes receiving a request for a favorite form of said goods and services  
and wherein said step of accessing a database further includes accessing a  
database including information regarding said favorite form of said goods or  
services.

20 27. The method of claim 24 further including a step of selecting, at said  
central server, a store from a plurality of stores associated with said provider to fill  
said order.

25 28. The method of claim 27 wherein said step of selecting said store  
includes selecting said store based on one of an address associated with said user,  
a current location of said device, a ZIP code plus four associated with said user,  
and a favorite form of the goods or services.

30 29. The method of claim 27 wherein said step of selecting said store  
includes selecting said store based on one of load management and preferential  
business placement.

30. The method of claim 24 further including a step of selecting a store associated with said provider to fill said order and forwarding information indicative of said store to said central server.

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31. The method of claim 30 wherein said step of selecting said store includes selecting said store based on one of an address associated with said user, a current location of said device, a ZIP code plus four associated with said user, and a favorite form of the goods or services.

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32. The method of claim 30 wherein said step of selecting said store includes selecting said store based on one of load management and preferential business placement.

33. The method of claim 24 wherein said step of receiving a request further includes receiving a request that is dependent on capabilities of said device and said step of formulating said response includes formulating a response that is dependent of said capabilities of said device.

34. The method of claim 24 wherein said step of formulating a response includes formulating an acknowledgment of said order and said step of sending said response includes sending said acknowledgment using one of a short messaging service, an instant message, and a wireless access protocol message.

35. A method of ordering goods or services including the steps of:  
receiving a request for the goods or services from a user by way of a device;  
accessing a database having information relevant to said user and  
preferences related to said goods or services;

5 selecting a store associated with a provider of said goods or services;  
forwarding an order for the goods or services to said store, said order  
dependent on said information;  
receiving a reply regarding said order from said store;  
formulating a response concerning said order and said reply; and  
10 sending said response to said device.

36. The method of claim 35 wherein said step of receiving a request  
includes receiving said request from a mobile device that is web enabled.

37. The method of claim 35 wherein said step of receiving a request  
further includes receiving a request for a favorite form of said goods and services  
and wherein said step of accessing a database further includes accessing a  
database including information regarding said favorite form of said goods and  
services.

38. The method of claim 35 wherein said step of selecting said store  
includes selecting said store based on one of an address associated with said user,  
a current location of said device, a ZIP code plus four associated with said user,  
and a favorite form of the goods or services.

39. The method of claim 35 wherein said step of selecting said store  
includes selecting said store based on one of load management and preferential  
business placement.

40. The method of claim 35 further including a step of forwarding  
information indicative of said store to said device.

41. The method of claim 35 wherein said step of receiving a request further includes receiving a request that is dependent on capabilities of said device and said step of formulating said response includes formulating a response that is dependent of said capabilities of said device.

42. The method of claim 35 wherein said step of formulating a response includes formulating an acknowledgment of said order and said step of sending said response includes sending said acknowledgment using one of a short messaging service, an instant message, and a wireless access protocol message.